

## **Day & Ross Transportation Group FAQ Questions:**

### **Do I have to log in to search openings?**

You do NOT need to log in to search openings. You DO have to log in to apply for positions.

### **If you are having log in issues:**

If you have not created an account at McCain previously, click on "Click here to create a new account".

If you have created an account at McCain previously and are having issues, try clicking "Forgot username".

### **I have tried clicking "Forgot Password", but am not receiving any email.**

Is the E-mail address the one you used to create your profile? The link from this action goes to the e-mail address you used when setting up your account. Check that e-mail address.

Try clicking on "Forgot username". You will be prompted to enter your name and answer a security question. Watch carefully, your Username will temporarily appear on the screen to remind you of the email address you used when setting up your profile.

### **Are you trying to access from a mobile phone?**

This site is not yet configured for tablet or phone. Please log in from a computer where you have a secure internet connection, and can access to your documents and email.

### **I now have my username, but do not have access to that email any longer.**

Send an email to [CareerHelp@mccain.ca](mailto:CareerHelp@mccain.ca) stating your Username and your first and last names. You should receive a reply within one business day; the help mailbox is monitored Monday - Friday.

### **I am getting an error, and cannot log in.**

Send an email [to CareerHelp@mccain.ca](mailto:to CareerHelp@mccain.ca) stating your username and complete name. You should receive a reply within one working day.

### **Do you still need assistance?**

Send an email to [CareerHelp@mccain.ca](mailto:CareerHelp@mccain.ca) stating your Username and your first and last names. You should receive a reply within one business day; the help mailbox is monitored Monday - Friday.

### **Accommodations for Disabilities**

For applicants who have disabilities which may inhibit them from applying on-line, please contact us at [Careers@mccain.com](mailto:Careers@mccain.com) for further instructions regarding application accommodations.

Please note, we do not accept resumes via this e-mail address. All other applicants need to submit their information on-line via our Careers site.